

## SFA Focus Group

### Use of '98 Results

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#### Opening Email:

Welcome to our first on-line SFA Focus Group. Below are questions to guide your discussion. Begin the process by answering the questions below, sending your response as a reply to this email. Your response will be sent to all focus group members and your identity will be protected.

As other members submit their responses feel free to respond to their input, thereby creating an interactive on-line dialogue. Participation can occur anytime over the next two days. Facilitators will be on-line observing the dialogue and ensuring that session ground rules are being followed. Enjoy the process and have fun!

1998 SFA results were not used by management...

1. Has the action plan resulting from your workgroup meeting been shared with you?
2. Is the status of action on the plan discussed throughout the year, e.g. in staff meetings?
3. What action items from the 1998 SFA results have not been addressed?
4. What action items from the 1998 SFA were completed or answered to your satisfaction?
5. What specific suggestions do you have for ensuring actions items are effectively implemented?

#### Message:

I agree with the thoughts on # 5, I also think Mgmt should be rated just like an EE would on be on a given task during performance rating time.

#### Message:

I have requested a copy of the FSA results, because I am on more than one group, if you can help me please let me know.

#### Message:

Q-1 I see more work groups in progress, but I haven't heard anything in the staff meetings. It's like if I ignore it long enough maybe the problem will go away.

Q-2 NO, Now that the survey is over, so is the action items.

Q-3 to many to list

Q-4 more groups are being started

Q5 I feel the workers should know who has what items to work on and be provided an on or about completion, then be given a chance to rate the accomplishments, be held accountable other wise we will go into another survey with the same problems.

**Message:**

I'm going to jump right in with number 5. Accountability is key to this process and each line office must have a plan in place for holding their managers accountable for change. Each management level must hold their subordinate managers' feet to the fire when it comes to following up and implementing planned actions. All managers should also be expected to report on the status of their accomplishments in their annual performance meetings. Your thoughts...